

Texas Health Trace Updates

for Local and Regional Users

This biweekly communication is intended to provide local and regional users of Texas Health Trace with useful information about recent and upcoming system enhancements and features.

Tuesday, November 24, 2020

Major Accomplishments

- Script updates – (1) Symptoms loss of taste and loss of smell are now collected and recorded as separate symptoms. (2) A 211 message is activated when it is indicated the person does not have access to a thermometer.
- Spanish Scripts – updates to the Spanish translations have been made to the following sections: medical history section high risk conditions and exposures, self-isolation questions about household member and access to thermometer, work and school questions regarding proximity, travel module questions, and messages for isolation instructions following positive test results.
- Infectious period calculation – new calculation is updated to end the infectious period one day after symptom stop date if the symptom date range is longer than ten days. Infectious period for asymptomatic cases will display a date range of two days prior to a positive PCR, antigen, or culture test to ten days after date of the test result when symptom onset date is blank.
- Auto-close Exposed Contacts outside of quarantine period- Exposed Contacts with a call status of "Contact Pending" or *blank* 21 days after the date of last close contact will be updated to reflect the call status of "No contact/close." This process will run nightly.
- Dashboard for the call center was updated to allow of the ability to filter the call center workload by jurisdiction.

Latest Resources and Trainings

- Job Aid: Requesting Access to the THT Training Environment (Call Center)
- FAQs (Call Center Epi-Leads and Case Investigators)
- Release Document: 11/6/20 Release (Regional/Local Health Dept)
- Release Document: 11/6/20 Release (Call Center)
- Release Document: 10/30/20 Release (Call Center)
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Lessons Learned

- Plan contingency room in to sprint workload to address urgent priorities that arise mid-sprint
- Continue to communicate with jurisdictions prior to deploying major functionality which might change processes or views
- Maintain open spaces for feedback (e.g., working groups) on specific topics throughout development cycle



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Open Issues

- Errors with jurisdiction assignment in THT have been identified. The survey results have been compiled and combined with reported issues outside of the survey. Troubleshooting and solutions to be deployed in Sprint 17 (11/23-12/4).
- Attention to the duplicate process is needed in the following areas 1.) Marking cases flagged as duplicates as not duplicates; 2.) Improvement to duplicate algorithm. Work for duplicate process is planned for Sprint 18 (12/7-12/18).

Plans for Next Sprint Cycle

- Manual Case Level Deduplication tool is being tested at Central Office to be available in a future sprint to select RLHE users
- Corrections to be made to jurisdiction assignment including but not limited to FIPS mapping updates
- Discovery for limiting all LHE jurisdictional permissions
- Updates to escalation categories and respective work queues
- Refining the capability of the Convert to Case button from the Exposed Contact page
- Guided workflow error on Positive Lab Case Flow with missing fields in the lab report. Analysis of the problem and solutions will be worked on in Sprint 17

